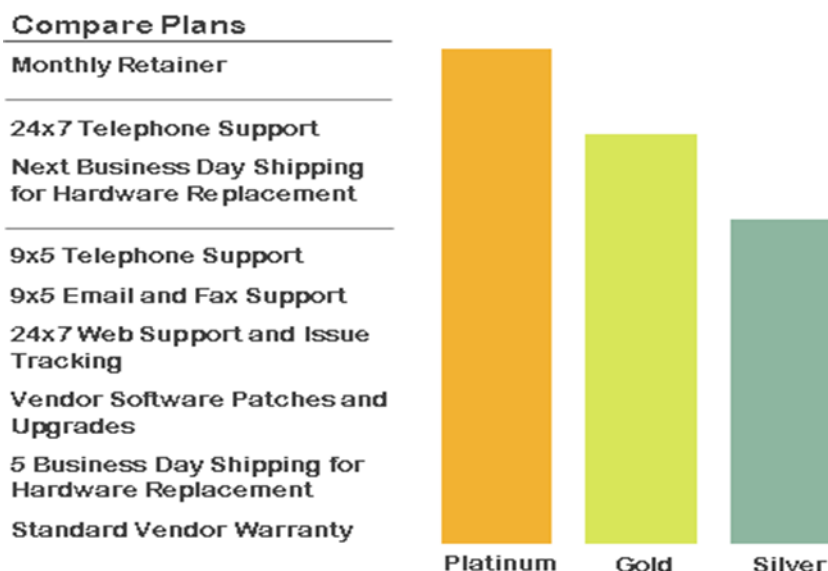


Randtronics Maintenance Support Plans

Randtronics offers support plans for all of its developed and distributed products and services. Annual Support is based upon Fixed Price contracts. Our Support Centre is available to clients via email, fax or phone and our support team has the expertise to deliver a rapid response to most support issues. Randtronics attempts at all times to have trained technical resources available for your ongoing support requirements.



Silver Service Support

This provides basic system support and service within business hours. This gives all the essential services required for one low price.

Telephone Support

9x5 telephone & mobile response.

Email/Fax Support

Between 9am till 5pm (AEST).

Onsite Support

Onsite support is at the cost of the customer.

Software & Updates

Free maintenance patches and version level software upgrades. Email notices are sent alerting customers to new releases of software.

Web-based Support

Support requests can be made via our Web Support Centre, 24 hours per day, 7 days per week. A Web Account is required and will be supplied upon Support purchase. Additional Web Accounts can be requested via the Web Support Centre.

Issue Tracking

Issues are considered as non-urgent priority response

Hardware Service Coverage

5 business day shipping for Repair/Replacement of Units.



Gold Service Support

This provides complete 24/7 coverage for business critical systems. It provides extended coverage hours and assistance to help you successfully manage your systems.

Telephone Support

24x7 telephone & mobile response.

Email/Fax Support

Between 9am till 5pm (AEST).

Onsite Support

Onsite support is at the cost of the customer.

Software & Updates

Free maintenance patches and version level software upgrades. Email notices are sent alerting customers to new releases of software.

Web-based Support

Support requests can be made via our Web Support Centre, 24 hours per day, 7 days per week. A Web Account is required and will be supplied upon Support purchase. Additional Web Accounts can be requested via the Web Support Centre.

Issue Tracking

Issues are considered as immediate priority response.

Hardware Service Coverage

Next business day shipping for Repair/Replacement of Units.

Platinum Service Support

In addition to the Gold Service Support plan, Platinum customers are provided with a dedicated engineer for any professional services, based on a monthly quota. This includes technical assistance as well as any installation and configuration for the solution.

- **Monthly Retainer**

Randtronics allocates set number of days per month for ongoing professional services.